	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Lost &amp; Found</b>	<i>CODE:</i> 03.05.011
		<i>EDITION:</i> 1
		<i>PAGE</i> 1 OF 2

**Lost & Found Procedure:**

- All articles regardless of nature or value found anywhere on the Hotel premises, are to be forwarded to the Housekeeping Office with the following details:
  - Date and time when Found
  - Description of article
  - Name of finder
  - Location
- The Housekeeping Department is the custodian of all Lost and Found articles.
- All washable items are laundered before being stored.

Lost and Found articles are classified as follows:

- **Valuable items:** Any item of monetary value, jewellery, money, watches, cameras, bankcards etc. These should be logged as being held in the “Safe” at Front Office. Access only by Executive Housekeeper.  
**These items to be kept in the Safe Deposit at Front Office for 1 year.**
- **Non – Valuable items:** Cloths, shoes, keys, books, cosmetics, and other items.  
**These items to be kept in the Lost & Found cupboard for 6 months.**
- **Perishable items:** foodstuffs, fruit, juices etc.  
**These should be kept for a maximum of 2 days and then returned to the finder.**

All articles must be immediately logged in the logbook and a Slip attached to the article before storage. The article must be stored in the Lost & Found store. Valuable items are handed over to the Executive Housekeeper and stored in the ‘Safe’ at the Front Office.


Please see attached form for Lost and found slip, which should be in serialized, 3 copies and distributed as follows:

- Top copy is attached to the article as identification.
- Second copy is filed.
- The third copy remains in the book as a follow up record.

Credit cards and bankcards should be logged in the lost & found book and handed over to the Financial Controller who will sign on receipt of the card.

**Disposal of Lost & Found**

When an article is claimed by the owner himself signatures should be taken in the logbook. In the case of valuable items the copy of the slip attached to the article should also be signed.

	<b>RESOURCE LIBRARY</b> <b>HOTEL OPERATIONS - HOUSEKEEPING</b> <b>Lost &amp; Found</b>	<i>CODE:</i> 03.05.011
		<i>EDITION:</i> 1
		<i>PAGE</i> 2 OF 2

If the article is to be collected by a representative of the owner then a form of identification should be taken and full details of the person collecting the item. A copy of the ID should be taken and attached to the book. They should also sign the logbook and the details attached to the slip.

If the items are not claimed then after the specified time frame they are returned to the finder. They must sign the register for all items returned and for valuable items they must sign the slip also. A gate pass must be completed with full details, serial number and a description of the item, the gate pass must be signed by the Executive Housekeeper and General Manager/Resident Manager.

The name of the claimant must be clearly written in block letters beside the signature.

Every effort should be made to return items of lost property to their rightful owner.

A Lost Inquiry Log should be maintained by the Lost & Found Department in order to record inquiries about lost items not held. Entries will include the date, name of guest, home contact, description of the item, date of loss and (if known) location. This log should be checked every time a lost and found item is passed to the Housekeeping office.

Any written enquiries for lost and found items should be replied to within 24 hours.

Items, which are to be posted to the guest, should be accompanied with a letter from the Executive Housekeeper. In most circumstances the Hotel will absorb the cost of postage.

A register of all items sent to guests should be maintained, with the following information:

Name and address item sent to, date sent, postal receipt number and type of post.

A note should also be made in the Lost & Found register of all items sent on.

Items, which have been given by the guest, should be accompanied by a note from the guest and a Gate Pass signed by the Executive Housekeeper.